

**Job Description**  
**Community Support Guide**  
(Formerly known as Support Broker)  
(Developed with the CPASS Statewide Council)

**Supervisor (Reports to):**

**#1 Person with a Disability**

- every effort and support needs to be made to allow this person to supervise the Support Guide.

**#1½ Parent, Guardian, and/or Circle of Support Members**

- can act as assistants for the person with a disability, but do not take away their authority
- have a type of consultation role to assist the individual

**#2 Agency**

- in some cases may be the employer of the Support Guide, but authority does not step into the working relationship/agreement between the person with a disability and the Support Guide

**Purpose of job: (What is the main reason for this position?)**

- Help the person to meet a specific goal or accomplish a specific task identified in the ISP. The need for this support is determined by the Individual and their Circle of Support.
- Advise individuals on their choices and options, but not to make decision for them. Act as a guide and a teacher.
- Find money, and other resources to help the person.
- Coordination and networking, helping individual to form relationships, and getting help from the community and organizations to meet the individual's goal.
- Help an individual with their PA service goal.

**Required experience, education, or special skills:**

- Criminal History and Background Check & Drug test
- Knowledge of community a must
  - Should probably live on the island, in the county
  - Focused on achieving the goal
- Some knowledge of disabilities, or experience working with people with disabilities best
- Good Communication skills
  - Speak English or ASL
  - Writing skills
- College degree not required
- Working for a service provider agency is questionable due to conflict of interest.

**Required attitude:**

- Big Heart, People oriented, Patient
- Efficient
- Good P.R. and human resource skills
- Creative and solution oriented

**Main Responsibilities: (Ranked by priority)**

- Listening to the persons needs, wants, and preferences
- Developing plans based on goals in ISP
  - NOT identifying goals or writing ISP
  - Helpful hints based on their experience
- Implementing the plan
  - Sustainability – making sure solution/ support will continue
- Finding Resources
  - CDPA's
  - Services
  - Creative Alternatives
- Advising individual
  - Identify choices
  - Help to shop around
  - Learn about options
  - Counseling
- Networking with individual
  - Finding contacts and possible friends
  - Developing and supporting relationships.
- Developing Resources
  - When support needed does not exist or
  - Does not work for individual as is
- Problem solving
  - related to goal they are supporting
  - a resource they have developed
  - a relationship they are fostering
- Advocacy
  - Only when requested by individual
  - Focused on achieving the goal

**Other Issues and Challenges:**

- Conflict with Case Manager:  
Needs to be clear job descriptions and if not under the duties or responsibilities of Support Guide then they need to defer to Case Manager, and Case Management grievance procedures available to the individual.
- Providing Support Guide services to Non-Waiver individuals.
- Number of individuals they can support at on time
- Number of goals they can support at one time

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